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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/842,082	04/26/2001	Jae Kyung Lee	P-222	6941
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KED & ASSOCIATES, LLP P.O. Box 221200 Chantilly, VA 20153-1200			EXAMINER RAMAN, USHA	
			ART UNIT 2623	PAPER NUMBER
			MAIL DATE 11/27/2007	DELIVERY MODE PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary

Application No.

09/842,082

Applicant(s)

LEE ET AL.

Examiner

Usha Raman

Art Unit

2623

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 14 September 2007.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-6 and 8-41 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-6 and 8-41 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: _____

Response to Arguments

1. Applicant's arguments with respect to claims 1, 10, 27 and 31 have been considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1, 3-6, 8-14, 18-21, 24, 31-36, 39-41 are rejected under 35 U.S.C. 103(a) as being unpatentable over Hiroshi (JP 11-134018) in view of Lee (US Pat. 6,542,897) and Wright et al. (US PG Pub. 2004/0024657).

With regards to claims 1, and 10 Hiroshi discloses a television reproducing audio/video signals by receiving a broadcast comprising means for running a self-diagnostics test upon a user initiating an indication of failure, communicating the result of the test with a service center computer that analyzes the result and instructs the user of a television how to restore the error (see abstract, [0031]). Hiroshi accordingly has a control unit for controlling the display of error restoration information to the user. See [0032]. Hiroshi further discloses a memory in the television (324) in which diagnostic program is recorded. See [0036]. Hiroshi also discloses that the results of the self-diagnostic test are transmitted to a service center over the Internet. The system therefore stores the contact information of a

certain site. See [0052]. Since the self diagnostic program tests various components specific to television 301 and results pertaining specifically to user's television are communicated to the service center wherein the service center transmits instruction specific to user's television, the television stores proper information about the television. Hiroshi discloses communicating error restoration instructions from the Internet in the form of email, therefore discloses the step of transmitting an error check up menu based on the proper information and the contact information to the user. See [0068]-[0069]. Hiroshi is however is silent on the steps of receiving and displaying a function menu from the Internet based on the proper information and the contact information.

In a similar field of endeavor, Lee discloses the step of providing service support over a website stored as a customer homepage that displays a function menu over the Internet to the user so the user can access various information pertaining to the product, including usage guidance for the product as well as FAQ with questions and answers on a product. See abstract, column 2, lines 39-45.

In further analogous art, Wright teaches a method of storing unit for storing the proper information of a product (see [0025]) prior to the controlling unit contacting a certain site pertaining to the product, wherein the proper information includes model name of the product (see [0030]). Wright additionally discloses that customer accesses web pages based on specific information on that customer's product (see [0033] and [0036]).

It would have been obvious to one of ordinary skill in the art to modify the system of Hiroshi in view of Lee and Wright by storing proper information regarding a product prior to contacting the certain site, wherein the proper information includes a model name of the television and for providing a service center website that comprises function menu (usage guidance) and error check up menu (FAQ) pertaining to the proper information, and transmitting the function menu and error check up menu to the user based on the proper information and contact information, so that the user can learn about the product usage in general, as well as learn about how to fix specific problems encountered in the product. A further advantage of providing the error check up menu on the website in the FAQ section enables other users facing similar failures to restore their product failures as well. It would be further obvious to transmit the proper information to the certain site so that the service center website may provide specific information for that customer's product, as taught by Wright.

With further regards to claim 10, the step of selecting information from the received service menu at the TV is taught by Lee when the user indicates the type of service to use (See fig. 4, support, faq, etc.), wherein the selected information is displayed to the user.

With regards to claim 3, the certain site is a service center (service-related) site for providing information corresponding to the function information and the error check up menu of the TV. See Lee: column 2, lines 39-45.

With regards to claim 4, the information corresponding to the function information (usage guidance) and the error check up menu of the TV is received from the service related site server. See Lee, column 2, lines 39-45.

With regards to claim 5, the modified system as discussed in claim 1 above comprises the method of transmitting proper information of the TV to the service related site server.

With regards to claim 6, the status of the television is contacted to the service related server through a network interface (modem, see [0035])

With regards to claim 8, the modified teaches the step wherein, the contact information to access the website is accordingly a URL (user's homepage as taught by Lee and URL "indicators" as taught by Wright).

With regards to claim 9, the function information includes usage guidance regarding the product, and therefore includes information corresponding to a "special function". See Lee, column 2, lines 39-45.

With regards to claim 11, Hiroshi discloses that a user follows the instructions transmitted by the service center in to restore an error based on the received selected information. See [0057].

With regards to claim 12, the modified system comprises the step of inputting a checkup key signal by the user when user encounters a problem (see Hiroshi: [0040]), transmitting the certain site and transmitting the proper information of the TV to the site (information specific to user's television and failure, see Hiroshi: [0054], [0055]).

With regards to claim 13, the system is a television and therefore broadcasts signal after receiving it when the check up key signal is not inputted.

With regards to claim 14, the modified system comprises function menu (usage guidance) and error check up menu (FAQ) pertaining to the proper information, so that the user can learn about the product usage in general, as well as learn about how to fix specific problems encountered in the product.

With regards to claim 18, Lee discloses outputting a list of functions when the selected information is a function information menu of the TV (see figures 7, 8) and displaying the function information requested by the user in the list of functions on the screen. See column 5, lines 30-43

With regards to claim 19, the function information includes usage guidance regarding the product, and therefore includes information corresponding to a "special function". See Lee, column 2, lines 39-45.

With regards to claim 20, when the proper information is not transmitted to the site, a general page listing a plurality of models is displayed to the user (see fig. 6, Lee) so that the user can select the model.

With regards to claim 21, the step of receiving service menu includes receiving an error check up menu from the site (i.e. FAQ).

With regards to claim 24, Hiroshi discloses the step of transmitting information regarding the error to the certain site (see [0052])

With regards to claim 31, Hiroshi discloses a television reproducing audio/video signals by receiving a broadcast comprising means for running a self-

diagnostics test upon a user initiating an indication of failure (i.e. receiving a signal requesting information about a television, see [0040]), communicating the result of the test with a service center computer that analyzes the result and instructs the user of a television how to restore the error (see abstract, [0031]). Hiroshi accordingly has a control unit for controlling the display of error restoration information to the user. See [0032]. Hiroshi further discloses a memory in the television (324) in which diagnostic program is recorded. See [0036]. Hiroshi also discloses that the result of the self-diagnostic test are transmitted to a service center over the Internet. The system therefore stores the contact information of a certain site. See [0052]. Since the self diagnostic program tests various components specific to television 301 and results pertaining specifically to user's television are communicated to the service center wherein the service center transmits instruction specific to user's television, the television stores proper information about the television. Hiroshi discloses communicating error restoration instructions (service menu) from the Internet in the form of email. See [0068]-[0069].

Hiroshi does not disclose the step of transmitting a model name or model number of the television to a particular website and receiving the service menu from the particular website.

In a similar field of endeavor, Lee discloses the step of providing service support over a website that displays a function menu over the Internet to the user so the user can access various information pertaining to the product, including usage guidance for the product as well as FAQ with questions and answers on a product.

See abstract, column 2, lines 39-45. Lee additionally discloses maintaining service support as a customer homepage according to model of a product that the user can access for additional information on the specific model. See column 5, lines 12-22.

In further analogous art, Wright teaches a method of storing unit for storing the proper information of a product (see [0025]) prior to the controlling unit contacting a certain site pertaining to the product, wherein the proper information includes model name of the product (see [0030]). Wright additionally discloses that customer accesses web pages based on specific information on that customer's product (see [0033] and [0036]).

It would have been obvious to one of ordinary skill in the art to modify the system of Hiroshi in view of Lee and Wright by maintaining a support site according to a product model, and storing the model information as the product information in memory such that when the user request information about the television, service menu pertaining to the particular model name is transmitted and displayed from the website to the user so that the user can learn about the usage of product or learn how to restore a problem. Note that the modified system stores the proper information prior to receiving the signal requesting the information, as taught by Wright.

With regards to claim 32, the modified system is silent on the step of receiving the signal from a television remote control. Examiner takes official notice that it was well known in the art for a user to initiate requests on television using a remote control

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the system to use a remote control for communicating failure of the television to the service center (see Hiroshi [0040]), so that the user can initiate support related to the failure of the product from the service center.

With regards to claim 33, the step of selecting information from the received service menu at the TV is taught by Lee when the user indicates the type of service to use (See fig. 4, support, faq, etc.), wherein the selected information is displayed to the user.

With regards to claim 34, Lee discloses the step of selecting the type of service to use (See fig. 4, support, faq, etc.), and displaying the selected service information to the user. Accordingly the information received is based on selection of an item in the error check up menu (FAQ).

With regards to claim 35, Hiroshi discloses that a user follows the instructions transmitted by the service center in to restore an error based on the received selected information. See [0057].

With regards to claim 36, Lee discloses the step of providing service support over a website that transmits error check up menu (FAQ) to the user. See column 2, lines 39-45.

With regards to claims 39 and 40, the modified system teaches the limitation of storing model name (i.e. product name) of the television prior to contacting the particular website. See Wright, [0023].

With regards to claim 41, the modified system is silent on the step of storing a model number of the product. Note that Wright mentions that label stored in memory may include information that is typically found on a product label. See [0023]. Examiner takes official notice that model numbers are well known in the art to be included as part of product labels. Therefore it would have been obvious to one of ordinary skill in the art to include the model number as part of the product label in order to identify the product model types.

4. Claims 27-30 are rejected under 35 U.S.C. 103(a) as being unpatentable over Hiroshi (JP 11-134018) in view of Wright et al. (US PG Pub. 2004/0024657) and Platt (US Pat. 6,757,837)

With regards to claim 27, Hiroshi discloses a television reproducing audio/video signals by receiving a broadcast comprising means for running a self-diagnostics test upon a user initiating an indication of failure, communicating the result of the test with a service center computer that analyzes the result and instructs the user of a television how to restore the error (see abstract, [0031]). Hiroshi accordingly has a control unit for controlling the display of error restoration information to the user. See [0032]. Hiroshi further discloses a memory in the television (324) in which diagnostic program is recorded. See [0036]. Hiroshi also discloses that the result of the self-diagnostic test are transmitted to a service center over the Internet. The system therefore stores the contact information of a certain site. See [0052]. Since the self diagnostic program tests various components specific to television 301 and results pertaining specifically to user's television are

communicated to the service center wherein the service center transmits instruction specific to user's television, the television stores proper information about the television. Hiroshi is silent on the step of contacting an internet site and storing unit having stored the information of the television prior to the controlling unit contacting the internet site. Hiroshi does not disclose that the control unit automatically applies the received error information so as to restore the error of the television.

In an analogous art, Wright teaches a method of storing unit for storing the proper information of a product (see [0025]) prior to the controlling unit contacting a certain site pertaining to the product, wherein the proper information includes model name of the product (see [0030]). Wright additionally discloses that customer accesses web pages based on specific information on that customer's product (see [0033] and [0036]). Wright also discloses the step of sending the customer to a special site that corrects unique problems encountered by a particular problem (see [0036]).

In further analogous art, Platt discloses the step of restoring a failure by transmitting a script for restoring the problem, thereby automatically restoring an error when possible. See column 4, lines 5-8.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the system in view of Wright and Platt's teachings by storing proper information of the product and contacting the internet site associated with the product when an error is encountered, and further enabling the service site to

transmit a script for automatically resorting an error when possible, thereby providing user with improved troubleshooting.

With regards to claim 28, Hiroshi discloses communicating error restoration instructions from the Internet in the form of email, therefore discloses the step of transmitting an error check up menu of the television to the user. See [0068]-[0069].

With regards to claim 29, Hiroshi discloses a television comprising a display (Braun tube 109).

With regards to claim 30, Hiroshi further discloses outputting errors and displaying steps to restore error by the user. See [0017] and [0031].

5. Claims 2, 15-16, 22-23, 25-26 and 37-38 are rejected under 35 U.S.C. 103(a) as being unpatentable over Hiroshi (JP 11-134018) in view of Lee (US Pat. 6,542,897), Wright et al. (US PG Pub. 2004/0024657) and Platt (US Pat. 6,757,837)

With regards to claims 2, 37 and 38, the modified system fails to disclose the step of automatically applying the received error information so as to restore the error of the television.

Platt discloses the step of restoring a failure by transmitting a script for restoring the problem, thereby automatically restoring an error when possible. See column 4, lines 5-8.

It would have been obvious to one of ordinary skill in the art at the time of the invention to further modify the system in view of Platt's teachings by enabling the service site to transmit a script for automatically resorting an error when possible, thereby providing user improved troubleshooting experience.

With regards to claims 15, 22, 23 and 25, the modified system comprises the step of receiving a list of errors when the selected information is error check up menu (FAQ with list of frequently encountered problems). The modified system fails to disclose the step of automatically applying the received error information so as to restore the error of the television.

Platt discloses the step of restoring a failure by transmitting a script for restoring the problem, thereby automatically restoring an error when possible. See column 4, lines 5-8.

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the system in view of Platt's teachings by enabling the service site to transmit a script for automatically resorting an error when possible, thereby improving troubleshooting for the user.

With regards to claim 16, the modified system does not disclose the step of adding error information to a list of errors when it does not exist in the list.

Platt discloses the step of logging all errors including new errors in order to learn history of failures at a machine, analyze the error to provide the needed repairs. See Platt: column 4, lines 8-13, column 10, lines 37-41.

It would have been obvious to one of ordinary skill in the art at the time of the invention to further modify the system in view of Platt, by logging errors to obtain a history of failures at the client device, as well as analyze new errors to provide the needed repairs.

With regards to claim 26, Lee discloses the step of selecting the type of service to use (See fig. 4, support, faq, etc.), and displaying the selected service information to the user. Accordingly the information received is based on selection of an item in the error check up menu (FAQ).

6. Claim 17 is rejected under 35 U.S.C. 103(a) as being unpatentable over Hiroshi (JP 11-134018) in view of Lee (US Pat. 6,542,897), Wright et al. (US PG Pub. 2004/0024657), Platt (US Pat. 6,757,837) and Kaneko (JP 06008594 A):

In regards to claim 17, the modified system teaches all the limitations claim 15 as discussed above. The system does teach the step of contacting a serviceman for repair upon the occurrence of a fatal error.

Kaneko teaches the step of contacting a serviceman for repair upon the occurrence of a fatal issue. See abstract.

It would have been obvious to one of ordinary skill in the art at the time of the invention to further modify the system to request a repair from a service man when a fatal error is encountered. The motivation is to request the serviceman to repair an issue that cannot be automatically resolved.

Conclusion

7. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory


action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

8. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Usha Raman whose telephone number is (571) 272-7380. The examiner can normally be reached on Mon-Fri: 9am-6pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Christopher Kelley can be reached on (571) 272-7331. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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